

As an at home small business operator, my livelihood is dependent on an internet connection that comes with great customer service. The service that I received from SBC's retail customer service department was deplorable to the point of having them declare that it was not possible to provide me with DSL. My local independent provider served as my advocate and made it possible for me to write this response. Don't give a adhoc monopoly to the big guys. It ends up hurting us small business people.

Thank you,

John Seymour , Webmaster